# Privacy Notice

**Introduction**Mallinder Counselling is committed to safeguarding your personal information in accordance with the General Data Protection Regulation (GDPR). This notice explains how your data is collected, used, and securely stored, and outlines your rights under the GDPR.

**What Information is Collected?**We collect personal information such as your name, contact details, date of birth, and any relevant health or background information necessary for providing effective counselling services.

**Lawful Basis for Processing**We process your personal data based on your consent, which is obtained during the initial assessment. You have the right to withdraw your consent at any time.

**How is Your Information Used?**Your data is used solely for the purpose of delivering counselling services. This includes record-keeping, scheduling appointments, and tailoring sessions to meet your specific needs. We may also use your information to contact you regarding appointments or to discuss your care.

**How is Your Information Stored?**All personal information is stored securely, either in encrypted digital files or in locked physical storage. Access to your data is restricted to authorised personnel only.

**Data Retention**Your data will be retained for a period of 7 years after the conclusion of your counselling sessions, in line with professional guidelines, after which it will be securely deleted or destroyed.

**Sharing of Information**Your information will not be shared with any third party without your explicit consent, except where required by law or in situations where there is a risk of harm to yourself or others.

**Your Rights**Under the GDPR, you have the following rights regarding your personal information:

* **Access**: You have the right to request a copy of the data we hold about you.
* **Rectification**: You have the right to request that we correct any inaccuracies in your data.
* **Erasure**: You have the right to request the deletion of your data, subject to certain conditions.
* **Restriction**: You have the right to restrict the processing of your data in certain circumstances.
* **Data** **Portability**: You have the right to receive your data in a commonly used format and to have it transferred to another data controller, where technically feasible.
* **Objection**: You have the right to object to the processing of your data in certain circumstances.

**Contact Information**If you have any questions or wish to exercise any of your rights, please contact Kate at [your contact information].

**Complaints**If you have concerns about how your data is being handled, you have the right to lodge a complaint with the Information Commissioner's Office (ICO) at [www.ico.org.uk](https://www.ico.org.uk/).

**Updates to This Privacy Notice**This privacy notice may be updated periodically to reflect changes in data protection regulations or our practices. You will be informed of any significant changes to this notice.

By attending counselling sessions with Mallinder Counselling, you acknowledge that you have read and understood this privacy notice and consent to the processing of your data as outlined above.